



North Carolina Relay

June 2002 - May 2003

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
SERVICE COMPLAINTS									
#00	Answer Wait Time	1	0	0	2	0	0	0	0
#01	Dial Out Time	0	0	1	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	1	0	1	0	0	0	0	1
#04	Didn't Keep Customer Informed	0	0	1	1	1	0	0	0
#05	Agent Disconnected Caller	1	0	1	0	2	1	0	0
#06	Poor Spelling	0	0	0	1	1	1	0	1
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08	Poor Voice Tone	0	0	0	0	0	0	0	0
#09	Everything Relayed	1	0	0	0	1	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0
#17	Agent Was Rude	1	3	0	2	1	1	2	1
#18	Problem Answer Machine	0	0	0	1	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	1	2	2	0	0	0	0	0
TOTAL		6	5	6	7	6	3	2	4

TECHNICAL COMPLAINTS									
#22	Lost Branding	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	1	0
#25	Line Disconnected	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	1	0	0	1	0	0	0	1
TOTAL		1	0	0	1	0	0	1	1

MISC COMPLAINTS									
#30	Rates	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0
#35	Other	0	1	0	0	0	0	1	0
TOTAL		0	1	0	0	0	0	1	0

TOTAL CONTACT		7	6	6	8	6	3	4	5
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Feb	Mar	Apr	May	TOTAL	PCT.
0	0	0	0	3	5%
0	0	1	0	2	3%
0	0	0	0	0	0%
0	1	0	1	5	8%
2	1	1	0	7	11%
3	2	2	1	13	21%
0	0	0	0	4	6%
0	1	0	0	1	2%
0	1	0	0	1	2%
0	0	0	0	2	3%
0	0	0	0	0	0%
0	0	0	1	2	3%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	2	0	0	13	21%
0	0	0	0	1	2%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	2	0	1	8	13%
5	10	4	4	62	

0	0	0	0	0	0%
0	0	0	0	0	0%
1	0	1	0	3	33%
0	0	0	0	0	0%
0	0	0	1	1	11%
0	0	0	0	0	0%
0	0	0	0	0	0%
1	0	0	1	5	56%
2	0	1	2	9	

0	0	0	0	0	0%
0	0	0	0	0	0%
0	1	0	0	1	20%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	1	0	1	4	80%
0	2	0	1	5	

7	12	5	7	76
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June 2002

COMMENDATION		Totals
Agents		0
Service		0
TOTAL		0
SERVICE COMPLAINTS		
#00	Answer Wait Time	1
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	1
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	1
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	1
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	1
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	1
TOTAL		6
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	1
TOTAL		1

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		7
OTHER CALLS		
#36	Branding/Database entry	3
#37	Request Directory Assistance	6
#38	Test Calls	7
#39	Instructions/General	75
#40	Send Information	4
#41	Billing Question	5
#42	Purchase TTY	22
#43	Referred to LEC	32
#44	Wanted Sprint Cust Svc	17
#45	Other	0
TOTAL		171

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACTS		178
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July 2002

COMMENDATION		Totals
Agents		3
Service		0
TOTAL		3
SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	0
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	0
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	3
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	2
TOTAL		5
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	0
TOTAL		0

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	1
TOTAL	1

TOTAL COMPLAINTS		6
OTHER CALLS		
#36	Branding/Database entry	7
#37	Request Directory Assistance	11
#38	Test Calls	5
#39	Instructions/General	78
#40	Send Information	4
#41	Billing Question	5
#42	Purchase TTY	46
#43	Referred to LEC	48
#44	Wanted Sprint Cust Svc	5
#45	Other	0
TOTAL		209
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
		218

August 2002

COMMENDATION		Totals
Agents		3
Service		0
TOTAL		3
SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	1
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	1
#04	Didn't Keep Cust. Informed	1
#05	Agent Disconnected Caller	1
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	2
TOTAL		6
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Split Screen	0
#29	Other Technical Type:	0
TOTAL		0

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		6
OTHER CALLS		
#36	Branding/Database entry	4
#37	Request Directory Assistance	3
#38	Test Calls	11
#39	Instructions/General	88
#40	Send Information	8
#41	Billing Question	5
#42	Purchase TTY	34
#43	Referred to LEC	41
#44	Wanted Sprint Cust Svc	9
#45	Other	0
TOTAL		203
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL COMPLAINTS		212

September 2002

COMMENDATION		Totals
Agents		0
Service		0
TOTAL		0
SERVICE COMPLAINTS		
#00	Answer Wait Time	2
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	0
#04	Didn't Keep Cust. Informed	1
#05	Agent Disconnected Caller	0
#06	Poor Spelling	1
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	2
#18	Problem Answer Machine	1
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	0
TOTAL		7
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	1
TOTAL		1

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS		8
OTHER CALLS		
#36	Branding/Database entry	3
#37	Request Directory Assistance	8
#38	Test Calls	9
#39	Instructions/General	125
#40	Send Information	6
#41	Billing Question	10
#42	Purchase TTY	43
#43	Referred to LEC	118
#44	Wanted Sprint Cust Svc	36
#45	Other	0
TOTAL		358

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL COMPLAINTS		366
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October 2002

COMMENDATION		Totals
Agents		4
Service		0
TOTAL		4
SERVICE COMPLAINTS		
#00 Answer Wait Time		0
#01 Dial Out Time		0
#02 Didn't Follow Database Inst.		0
#03 Didn't Follow Cust. Instruct.		0
#04 Didn't Keep Cust. Informed		1
#05 Agent Disconnected Caller		2
#06 Poor Spelling		1
#07 Typing Speed/Accuracy		0
#08 Poor Voice Tone		0
#09 Everything Relayed		1
#10 HCO Procedures Not Followed		0
#11 VCO Procedures Not Followed		0
#12 Two-Line VCO Procedures Not Fo		0
#13 Background Noise Not Typed		0
#14 Feelings Not Described		0
#15 Recording Feature Not Used		0
#16 Noise in Center		0
#17 Agent Was Rude		1
#18 Problem Answer Machine		0
#19 Spanish Service		0
#20 Speech to Speech		0
#21 Other Service Type:		0
TOTAL		6
TECHNICAL COMPLAINTS		
#22 Lost Branding		0
#23 Charged for Local Call		0
#24 Trouble Linking Up		0
#25 Line Disconnected		0
#26 Garbled Message		0
#27 Database Not Available		0
#28 Spit Screen		0
#29 Other Technical Type:		0
TOTAL		0

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS		6
OTHER CALLS		
#36 Branding/Database entry		4
#37 Request Directory Assistance		7
#38 Test Calls		12
#39 Instructions/General		165
#40 Send Information		7
#41 Billing Question		7
#42 Purchase TTY		44
#43 Referred to LEC		172
#44 Wanted Sprint Cust Svc		18
#45 Other		0
TOTAL		436
NON-STATE REPORTED		
#46 Request Relay Number		0
TOTAL		0

TOTAL CONTACTS		446
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November 2002

COMMENDATION		Totals
Agents		3
Service		0
TOTAL		3
SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	0
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	1
#06	Poor Spelling	1
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	1
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	0
TOTAL		3
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	0
TOTAL		0

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		3
OTHER CALLS		
#36	Branding/Database entry	3
#37	Request Directory Assistance	13
#38	Test Calls	18
#39	Instructions/General	175
#40	Send Information	7
#41	Billing Question	9
#42	Purchase TTY	39
#43	Referred to LEC	144
#44	Wanted Sprint Cust Svc	27
#45	Other	0
TOTAL		435

NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0

TOTAL		441
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December 2002

COMMENDATION		Totals
Agents		0
Service		0
TOTAL		0
SERVICE COMPLAINTS		
#00 Answer Wait Time		0
#01 Dial Out Time		0
#02 Didn't Follow Database Inst.		0
#03 Didn't Follow Cust. Instruct.		0
#04 Didn't Keep Cust. Informed		0
#05 Agent Disconnected Caller		0
#06 Poor Spelling		0
#07 Typing Speed/Accuracy		0
#08 Poor Voice Tone		0
#09 Everything Relayed		0
#10 HCO Procedures Not Followed		0
#11 VCO Procedures Not Followed		0
#12 Two-Line VCO Procedures Not Fo		0
#13 Background Noise Not Typed		0
#14 Feelings Not Described		0
#15 Recording Feature Not Used		0
#16 Noise in Center		0
#17 Agent Was Rude		2
#18 Problem Answer Machine		0
#19 Spanish Service		0
#20 Speech to Speech		0
#21 Other Service Type:		0
TOTAL		2
TECHNICAL COMPLAINTS		
#22 Lost Branding		0
#23 Charged for Local Call		0
#24 Trouble Linking Up		1
#25 Line Disconnected		0
#26 Garbled Message		0
#27 Database Not Available		0
#28 Split Screen		0
#29 Other Technical Type:		0
TOTAL		1

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	1
TOTAL	1

TOTAL COMPLAINTS		4
OTHER CALLS		
#36 Branding/Database entry		5
#37 Request Directory Assistance		6
#38 Test Calls		15
#39 Instructions/General		119
#40 Send Information		5
#41 Billing Question		8
#42 Purchase TTY		33
#43 Referred to LEC		103
#44 Wanted Sprint Cust Svc		8
#45 Other		0
TOTAL		302

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACTS		306
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January 2003

COMMENDATION	Totals
Agents	9
Service	0
TOTAL	9
SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct.	1
#04 Didn't Keep Cust. Informed	0
#05 Agent Disconnected Caller	0
#06 Poor Spelling	1
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	1
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	1
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	0
TOTAL	4
TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Split Screen	0
#29 Other Technical Type:	1
TOTAL	1

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	0
TOTAL	0

TOTAL COMPLAINTS	
5	
OTHER CALLS	
#36 Branding/Database entry	3
#37 Request Directory Assistance	5
#38 Test Calls	11
#39 Instructions/General	109
#40 Send Information	10
#41 Billing Question	8
#42 Purchase TTY	33
#43 Referred to LEC	78
#44 Wanted Sprint Cust Svc	19
#45 Other	0
TOTAL	276
NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL STATE REPORTED	290
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February 2003

COMMENDATION		Totals
Agents		3
Service		0
TOTAL		3
SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	0
#04	Didn't Keep Cust. Informed	2
#05	Agent Disconnected Caller	3
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	0
TOTAL		5
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	1
TOTAL		2

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		7
OTHER CALLS		
#36	Branding/Database entry	3
#37	Request Directory Assistance	7
#38	Test Calls	7
#39	Instructions/General	93
#40	Send Information	5
#41	Billing Question	3
#42	Purchase TTY	32
#43	Referred to LEC	65
#44	Wanted Sprint Cust Svc	3
#45	Other	0
TOTAL		218

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

GRAND TOTAL		228
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March 2003

COMMENDATION	Totals
Agents	1
Service	0
TOTAL	1

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Inst.	0
#03 Didn't Follow Cust. Instruct	1
#04 Didn't Keep Cust. Informed	1
#05 Agent Disconnected Caller	2
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	1
#08 Poor Voice Tone	1
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Fo	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	2
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	0
#21 Other Service Type:	2
TOTAL	10

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	0
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spilt Screen	0
#29 Other Technical Type:	0
TOTAL	0

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	1
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	1
TOTAL	2

TOTAL COMPLAINTS		12
OTHER CALLS		
#36 Branding/Database entry	3	
#37 Request Directory Assistance	4	
#38 Test Calls	8	
#39 Instructions/General	102	
#40 Send Information	8	
#41 Billing Question	6	
#42 Purchase TTY	29	
#43 Referred to LEC	72	
#44 Wanted Sprint Cust Svc	5	
#45 Other	0	
TOTAL	237	

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONFERENCE	250
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April 2003

COMMENDATION		Totals
Agents		1
Service		0
TOTAL		1
SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	1
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	0
#04	Didn't Keep Cust. Informed	1
#05	Agent Disconnected Caller	2
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	0
TOTAL		4
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	0
TOTAL		1

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type:	0
TOTAL		0

TOTAL COMPLAINTS		5
OTHER CALLS		
#36	Branding/Database entry	2
#37	Request Directory Assistance	2
#38	Test Calls	9
#39	Instructions/General	76
#40	Send Information	5
#41	Billing Question	2
#42	Purchase TTY	22
#43	Referred to LEC	71
#44	Wanted Sprint Cust Svc	4
#45	Other	0
TOTAL		193

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL		199
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May 2003

COMMENDATION		Totals
Agents		1
Service		0
TOTAL		1
SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Inst.	0
#03	Didn't Follow Cust. Instruct.	1
#04	Didn't Keep Cust. Informed	0
#05	Agent Disconnected Caller	1
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	1
#12	Two-Line VCO Procedures Not Fo	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type:	1
TOTAL		4
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	1
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type:	1
TOTAL		2

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type:	1
TOTAL	1

TOTAL COMPLAINTS		7
OTHER CALLS		
#36	Branding/Database entry	6
#37	Request Directory Assistance	7
#38	Test Calls	13
#39	Instructions/General	107
#40	Send Information	7
#41	Billing Question	1
#42	Purchase TTY	29
#43	Referred to LEC	61
#44	Wanted Sprint Cust Svc	4
#45	Other	0
TOTAL		235

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0
TOTAL	243

This file contains the complaint logs for the state of North Carolina for the period of June 2002 to May 2003

June 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8657	06/02/02	5	Voice customer using prepaid calling card and CA bad. Very condescending attitude with her. Kept asking for the # calling to. Voice asked for supervisor and was placed on hold then disconnected. She did not appreciate the way she was treated. Thanked the customer for feedback and assured supervisor would follow up.	06/08/02	CA discussion: Ca remembers call. She said she was not condescending to this customer. She requested the # for calling card and the customer started calling the Ca names. CA said she did not disconnect the customer. CA put up her cup for supervisor assistance and by the time the supervisor got there the caller had hung up herself. Ca said she always tries to be polite and would never disconnect a customer.
8657	06/02/02	17			
8658	06/03/02	9	TTY said CA was lie, changing their words around and that was why the outbound hung up. After outbound hung up CA told TTY that the last thing relayed to outbound was "Alright" TTY very mad saying didn't say alright. I reviewed the text TTY did type alright. CA assumed it was the word alright. TTY asked for agents # and that was given TTY stated that they were going to call customer service to complain also. I apologized for the inconvenience. Assured them this would be documented and CA would be coached.	06/03/02	TTY typed alright. CA assumed correctly and sent 'alright' as last words relayed. TTY misspelling throughout and CA was doing best to translate.
1980	06/10/02	21	VCO was upset that the operator did not give the operator # and had to ask for it again. Was also upset that the operator dialed a wrong number and not the des # she wanted and did not enter the correct extension. Verified # operator had dialed correct # and extension but person who answered transferred to a recording that disconnected. and checked - operator had typed greeting macro with operator # and gave operator # when asked again. Operator did type call and kept VCO informed of progress of the call.	06/10/02	Operator dialed correct # and followed customer instructions. Operator followed correct procedures for relay and kept VCO informed of progress of the call. I asked if the VCO would like to redial and try the extension # again. VCO said yes, operator redialed operator and got a live person at the extension #. No follow up needed.
1984	06/12/02	3	Customer was upset that CA would not complete slam for them. Said CA kept asking for # to dial. Apologized to customer for the inconvenience and after explaining process to CA asked customer if they would like CA to Slam now. Customer was satisfied and agreed.	06/12/02	CA now understands the process of doing AMR and is confident in his ability to complete this type of call after having it re-explained to him.

4717	06/20/02	29	Customer says when he calls using his cell phone and is on roaming the wrong area code comes up and there is no calling from #. Can not understand why this happens. Apologized to customer put trouble ticket in 1000248152. Customer wants follow up from Tech.	08/01/02	trouble ticket results - This is a common/normal condition for incoming roaming calls. Number will either not appear or will be incorrect. This is not our issue. -Left message on answering machine as per customers request with - explanation. Acct Manager follow up - Called and left message with my phone number. Apologized for the technical difficulties he experienced. Offered to give different numbers to use the relay service.
3124G	06/28/02	0	Customer dials dedicated VCO line and reports a very lengthy delay in getting an answer. She noticed this for about the past two weeks. Customer wants to know if there is a staffing problem. I apologized for any inconvenience this may have caused. I told her I would document her complaint for the account manager to review possible staffing situation. Customer does not require follow up.	08/01/02	ASA for month of June was very excellent at 1:10with no outages reported. Not able to follow up with customer as no number was given.

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4749	07/09/02	21	Customer was concerned that CA did not tell the caller what "cough" background noise was like after his grandmother hung up. CA sent the macro (CA no longer has info) I apologized for his frustration and explained Ca automatically has no info after OB caller hangs up. No follow up needed.	07/09/02	CA did the correct procedure.
3174G	07/15/02	21	Customer called stating that the agent dialed a wrong number. She also stated that when she asked him to get immediate credit for the mis-dialed call he told her the he was unable to do that and transferred her to customer service. Customer says she is going to inform the NC acct manager and the deaf association about this. I apologized to the customer. I let her know that I would write up the complaint and fwd it on to the appropriate center. Customer does not want contact.	07/16/02	Coached the agent that if it was during ring mode he could inform customer there's no charge to customer's bill. Otherwise process customer's request by dialing appropriate LD operator to put a credit. In addition CA is to clarify # to dial.
4759	07/17/02	17	Agent was rude and would not explain relay to an unfamiliar voice user. Instead she relayed everything she said which caused TTY user to become angry and hung up. After TTY hung up customer asked relay operator for her name. The operator hung up on her. She did not have operator #. I apologized profusely for agent's failure to explain relay and to give her operator number. I explained our requirement to relay everything and also that we can and should give operator #'s but cannot give names. With no operator # customer understands we can't follow up with operator but wants operators better trained. She was satisfied w/ our discussion and does not want to be contacted.	07/17/02	
8924	07/23/02	17	OB voice customer sated CA was very rude to them and told them after being placed on hold that it was very rude and unprofessional of them not to let him (CA) know when the call was picked up by a second person. CA sated well it would have been nice if someone bothered to tell me this. Thanked the customer for the reporting. Let them know info would be documented to report to their mgr. Customer would like a follow up.	07/24/02	Center manager and HR manager met with operator regarding this complaint. Operator was coached and moved to next level of corrective action. Center manager will follow up with customer personally.

3209G	07/28/02	17	<p>Customer called in repeating over and over that this agent called him bad words he said the agent said to him "f*** me a*****" He also said that the agent was dialing a number and he forgot about pressing and was typing while the agent was dialing. When asked if he had given the agent the GA he said no he hadn't Let the customer know that I would write this up and fwd it to the appropriate center. Customer does want contact with resolution.</p>	07/29/02	<p>Ca said they did not remember having this call. She said she would not have made a comment like that and doesn't remember relaying that comment from an OB. Said he did have an upset TTY user but that the TTY hung up. Tried to to contact customer on several attempts but could not reach the customer. Calls were made on 8/14, 8/15, and 8/28. Contact closed due to customer unavailability. - Andy Leffler</p>
3213G	07/30/02	35	<p>Customer called via Internet relay entered an 888 number and the message a appeared the number is an invalid number please check the number and try again. I entered the number into Internet Relay and received the same msg. Called number from a regular phone and the call when through to MBNA card services. I apologized to the caller and advised a trouble ticket will be fwd to relay tech. Customer requests contact regarding this issue. TROUBLE TICKET 1000317299</p>	08/14/02	<p>TROUBLE TICKET results - Currently Sprint Relay is working by design. This is by design per request from Marketing. T&I is currently in the process of working on a fix for this problem. T&I first needs to verify what numbers are suppose to be blocked at the web application level. Talked wit the customer on the phone that it was not really solved yet. Discussed about possiblity of her computer needing an upgrade. She will let us know.</p>

August 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3229G	08/01/02	3	Customer states she received a call from her mother and at the end of the call the last message of where to meet her mother was garbled and she asked the agent to repeat it. The agent did not repeat the message and then hung up on her without even leaving her agent ID #. Explained to the caller that once her caller hung up the phone the computer only allows 60 seconds before the call will disconnect. Also mentioned that the agent should have left an ID # but the agent may not have had time to type the message again before the call disconnected. Also let the caller know that a complaint would be turned in on the agent so that the issue could be investigated further and apologized for the problem. The customer did not expect a call back.	08/08/02	The CA said that she could not get the message back to the VCO person before the call disconnected, so VCO person kept talking and CA could not type while the VCO was talking. Time ran out on call and the call disconnected.
3229G	08/01/02	5			
3229G	08/01/02	21			
12646	08/12/02	21	Customer was upset because he could hear the agent engage in personal conversation on the call. I apologized to the customer for the incident and informed him that this would be fwd to the appropriate call center. Customer did not want a call back.	09/28/02	Explained to the agent not to talk on calls. Agent agreed as instructed. Will not talk to other agents while on a call. Agent does not remember this call.
4858	08/18/02	1	Customer gave agent # to dial. Agent never responded to customer and number was never dialed. Customer wants agent to be counseled as she does not want this to happen to others. Thanked customer for input and assured her thoughts would be followed up on. Customer satisfied - No follow up needed.	08/21/02	CA does not recall this. She processed all calls. There were 2 times she had a problem w/ her headset. Supervisor coached CA to ensure that she maintains focus on the screen when the call drops in.
4858	08/18/02	4			

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4909	09/04/02	0	When leaving message relay did not type back. Customer waited 3 to 5 minutes with no response from relay and agent. "I know relay did not hang up I looked at red flash signals on TTY". When customer dials 800# sometimes get no answer. And sometimes gets hung up on when dialing 711 usually has no problem. Customer wishes to be contacted by phone or email.	09/09/02	Agent said customer was typing a message long to be left when typing stopped and no further transmission was received. Agent prompted the customer and then waited 3 minutes w/ no response and disconnected call per procedure. Apparent technical problem occurred. CA followed procedure correctly. Contacted customer. Described discussion and feedback with agent. Explained why I thought it was a technical problem. Customer then restated problem of sometimes no answer and sometimes hang up before making contact. He said problem is not as frequent when dialing 711 and he will use that from now on. I also suggested he have his equipment and phone checked as it seems he may have a technical problem I apologized that he had been having problems. I thanked him for calling. He said he was satisfied with out discussion.
4909	09/04/02	4			
2142	09/10/02	18	CA pushed the wrong button to retrieve answering machine messages. Customer appreciate CA not doing job. Caller hung up and called back and got the same CA. The caller was told that CA would be coached.	09/16/02	Coached CA on correct AMR handling. CA was able to demonstrate correct procedure and feels confident she will handle correctly in the future.
4924	09/12/02	17	Customer complaining that the CA was having a conversation when the call dropped in. Customer heard CA continue conversation upon dialing. Outbound answered TTY but hung up. Customer believes CA was not paying attention. I apologized and asked if they wanted follow up customer declined and wanted to hang up and redial relay.	09/18/02	Spoke with the agent regarding paying attention to calls. Agent remembers this call and says that she was having a conversation w/ another agent who was not on a call when the call dropped in. She claims she stopped talking immediately when the call dropped in and was focused on the call the whole tie. Call was voice - VCO and the VCO user hung up for reasons of call content. VCO did not want to speak to voice user and hung up. CA did the right procedure.

8949	09/12/02	17	<p>Voice person wanted CA to repeat what she just said. CA told her she could not get involved in conversation and voice said "I'm not asking you to get involved I'm asking you to repeat what you just said before you continue with the conversation so that I know what its about" Said CA got rude and asked repeatedly for the CA's # and she would not give id. Said she finally had to resort to screaming at CA for her #. I assured voice and TTY everything was being documented and assured both voice and TTY that the CA will be spoken to about this. I apologized and got a new CA to process the call. Supervisor - "When I went over TTY was typing frantically "what's going on" then also asked the CA for her #. Supervisor had to instruct CA to give both TTY and voice her # numerous time. When supervisor typed to talk to voice CA kept (don't know if it was accident) muting the microphone did this at least 2 times. Had to get new CA to continue call.</p>	09/13/02	<p>I spoke with CA about this call. CA acknowledged and apologized. I coached agent under any circumstances to provide a CA # upon request by either or both TTY user and voice person.</p>
4934	09/24/02	0	<p>The caller tried to call NC Relay 13 times last Sunday night at 9-10pm. No answer She dialed 711 and the 800#. Apologized for the inconvenience I suggested that we would fwd her complaint to NC acct manager No follow up necessary.</p>	11/07/02	<p>Unable to follow up as there was no phone number provided. Sent email to contact person at Arizona to ensure that we obtain telephone numbers if they wish for follow up.</p>
3436G	09/28/02	29	<p>Customer wants to have her line branded VCO. Number appearing on screen is different than customer gave preventing branding from working properly. Customer spoke with LEC, Bell South, who advised problem is not on their end. I apologized for the technical problem. I placed test call to customers number and got voicemail. I placed test call to number showing on screen and got fast busy signal. I told customer I would open a trouble ticket for relay techs to investigate. Customer would like follow up regarding TROUBLE TICKET resolution. Incident number I000433228</p>	10/04/02	<p>TROUBLE TICKET results - Unable to make any thorough testing. The ticket did not state whether or not it was ok to contact customer. If the customer's number is appearing incorrectly it would be related to the LEC send out the incorrect number to Relay. Relay would not be the issue. Test calls generated would result in that exact number appearing on the test position. It would not accurately show the same as the customer sees. Called customer and left message twice 10/1 and 10/3. Customer called back to state that it was local telephone problem. It has been resolved and customer thanked us for cooperation and follow up to ensure it has been resolved. Closed.</p>

9346	09/30/02	6	<p>The operators are suppose to know how to spell this operator asked me the spelling of Lingerie. Caller wants something to be done about it. Supervisor spoke to the customer and apologized for the misspelled words and assured her complaint would be filed to the appropriate dept.</p>	09/30/02	<p>After receiving the complaint the supervisor held a coaching session with the agent and he stated that he was unfamiliar with the word and asked the caller for proper spelling. Agent was advised to have a dictionary handy and to rite down all unfamiliar words to practice. Also advised agent to read more he could build his vocabulary. Weekly coaching session will be held with this agent to assist in this process.</p>
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Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8960	10/03/02	5	The operator dialed the number and we were on hold. After 10 minutes of waiting on the line was disconnected. My light signaled that the phone was busy so I dialed relay svc number again. Would like a return phone call as to why this happened.	10/08/02	Spoke to agent. He said he did not hang up on the customer and he did not remember anything strange that day. I reminded him that disconnecting a call can lead to termination. I then called the customer and told them that we would an eye on the agent to see that it does not happen again. The customer was satisfied. The customer also mentioned that this was an internet relay call. Something for us to think about in the future considering the technical issues with spontaneous disconnects.
2191	10/05/02	6	VCO complained that CA did a terrible job and had to continually ask the spelling of simple words. VCO felt CA needed more supervision and requested a call back. I apologized for inconvenience and assured VCO her concern would be taken seriously.	10/05/02	I met with CA. CA explained that she only asked for confirmation of spelling of one word. CA felt there were very few types and that the call went smoothly. CA indicated understanding of the importance of good spelling and accurate typing.
4977	10/19/02	17	TTY customer complaining about operator being rude. When this customer gave the number to dial the operator typed back 'that was an invalid number'. Then after dialing desired number, operator typed the answering mach message but included 'unable to understand' instead of a name on the recording. I apologized for the frustration and acknowledged that the invalid number message was operator error as there was no evidence of that on the screen. Customer requested agent change and that was done. Customer would like a follow up phone call after operator is talked to.	10/20/02	Met with CA. He admits he misread the number first typed by the TTY user. On the second item he did not understand the odd one syllable name as voiced on the answering mach and therefore informed the customer of that at the time. I called the customer on 10-20-02 and passed on the along the above info. She also suggests the operator should have apologized to the customer at the time for misreading. I agreed.
2221	10/23/02	9	Customer said CA was not relaying properly. Said CA was over 5 minutes of silence and then CA voiced so fast she couldn't understand. Said she didn't seen to know what she was doing. Assured customer we would pass this info to supervisor. Customer wants follow up.	10/28/02	CA recalls call. TTY user was typing very slow and CA wasn't able to voice anything yet. Voice OB kept insisting for CA to say something. CA informed one moment TTY still typing. I suggested CA to voice some words if possible. Called customer and informed what was discussed with CA. Customer appreciated my responding back to her. Customer appreciated the feedback.

2235	10/30/02	4	The customer reported she has explained tot he CA that they would be placed on hold for a while since there are some things that need to be checked into. CA then placed the call and only typed (hold) to the customer. She wasn't appreciative of how the CA has treated customer like this. She then tried to interrupt but there was no response. Seems CA hung up on her. Apologized to the customer for the inconvenience and assured the customer I would follow up with CA on this matter.	10/30/02	CA recalled this call. CA did place the call and recording appeared which CA missed the recording msg. CA then decided to type hold. CA was coached on proper procedure and is now aware.
2235	10/30/02	5			

November 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3055H	11/02/02	5	Customer received an incoming call and asked party to hold. When he came back to the TTY the operator announced the call and the customer asked him to hold again. He was back in about 6 seconds but the call had been disconnected. I apologized and told the customer I would document his complaint and fwd to the call center where the agent is located for follow up. No call back requested.	11/06/02	Talked to operator. Operator remembers call and said the voice person did not want to hold so they said to hang up and the operator hung up. Made sure operator understood call procedures and told him he did a good job because the inbound caller has control of the call.
3123H	11/19/02	6	The cust called to report that her husband had placed a call to her at home through relay svc. He was limited to a 3 mn call. CA was not typing accurately with many misspelled words. Cust described the typing as "terrible" she was a fast typist but words were many misspelled it was not like a computer garble just bad spelling. The cust made comment to her husband asking him he he could call her back because this Ca was typing so poorly that she had trouble determining what he wanted to say. She reported that after that the CA was typing a little bit more clearly but still not perfect. The improtnat fact of the reason husnband was calling were at the beginning of the call so she misspelled most of what he needed to say. I thkaned the cust for letting u sknow and apologized for the inconvenience. I told cust the report wld be sent to the call center supv. The cust requests follow up.	11/20/02	CA reports that her typing was fine. Also she did not receive garbling from TTY. It seems the TTY has garbling issues. CA understands the importance of good spelling.
2269	11/26/02	17	Customer upset because there was a change agent on her call and she asked the 2nd agent to speak louder because she wasn't able to hear him and he became rude and hung up on her. She said he did not give his CA#. She wants someone to follow up with her because she said things like this keep happening and she doesn't feel as though anything is being done about it. I apologized and told her without the CA number we would not be able to follow up with the specific CA but that I would document her complaint and someone from customer svc would contact her for follow up.	12/18/02	Called customer and left a message apologizing for the incident. Explained the policy of operator switching and operator was suppose to provide operator number. Left my number to call me back.

December 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3215H	12/13/03	17	Customer called to say that she had a terrible experience with the agent and supervisor Leigh. The first agent (no ID number) couldn't hear so customer requested a new agent. New agent came on the line and the customer told him twice that she did not want a male agent and he told her that the agent couldn't be part of the conversation. Customer requested a supervisor and was told one was not available but after some discussion supervisor Leigh came on the line and told her that if she wanted a female agent to hang up and call back that she might get another center. This all took place in the middle of a collect call. Apologized to the customer for the frustration. Customer wants a call back on results of this complaint.	12/18/03	CA was ok. The complaint was on asst supervisor Leigh because she could not get involved in the conversation while connected. There were no female available and the voice person was upset because her time was being wasted. Eventually got a female agent. 12/18 - Called customer to apologize for the poor service they experienced that day. Explained what happened and thanked her for taking the time to report this. - Andy Leffler
2017X	12/16/02	24	Customer's friends and relatives are not able to get thru to her. Sometimes the line continues to ring even if she picks up the phone. She contacted phone company and phone company checked her lines and found nothing wrong. Wants us to check her number to see if we can help resolve this matter. She recently got a new Super pro 80/Ultratec. Wants a follow up ASAP. Thanked her for calling in and informed her that the technician would check it out and call her back. trouble ticket# 1000599232	01/02/03	Called and talked to customer. Advised to have her new TTY checked. She switched back o old TTY and it worked well afterward. Called an made arrangement for a specialist from regional resource center to transfer her to use TTY. TROUBLE TICKET results - I was unable to duplicate the problem. I called her twice once through a test position OB port and once through the relay and was able to complete calls both ways fine.
40192	12/02/02	35	NC voice customer would like acct mgr to email customer at above address re: retrieving voice mail using hyperterminal. Customer did not wait for the customer svc phone number to be given during contact asking for acct mgr contact info instead.	12/01/02	Sent email with info on hyperterminal but made recommendation to try new internet relay via www.sprintrelayonline.com AS it is far more friendly than using hyperterminal.
2294	12/07/02	17	VCO person was upset that CA did not type what voice person said and typed that TTY tones were heard. This was confusing to her and voice person. I told customer I would meet with CA regarding this situation. Apologized for inconvenience. Customer seemed satisfied and did not require call back.	12/07/03	I met with CA and CA said she did indeed heard TTY tones when she typed to TTY. Said she was typing to keep customer informed when she typed (TTY tones heard). I told CA if this happens again to press F7 and press F7 again. Most times this works. CA indicated an understanding of this concept and understanding of VCO procedure.

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4058Z	01/04/03	06	VCO customer complained about operator due to typing wrong words and misspellings. Customer would like a call back. Apologized for the inconvenience and informed customer that operator's supervisor will counsel operator.	01/07/03	Spoke with CA who stated they had a difficult time understanding the caller's daughter. Coached CA to keep the VCO caller informed and do the correct typing accuracy. Called and did a follow-up with the caller. Caller was satisfied with the solution.
2357	01/16/03	03	VCO caller gave # to dial but operator dialed the wrong #. VCO saw the wrong # and tried to get operator's attention by "xxxx" on the screen but the operator hung up. Happened about five minutes ago. Apologized for the problem and informed the caller we would pass the info on to the operator's supervisor. Thanked the caller for bringing this to my attention.	01/27/03	Spoke to CA and she stated that she would NEVER do like that. She didn't recall the call at all.
4069Z	01/17/03	11	VCO customer said agent needed a reminder to keep using VCO throughout call. I apologized to the customer and said the agent would receive coaching. Customer was satisfied.	01/17/03	I coached the agent; reminded her that she needed to turn on the VCO each time she had finished typing. The agent said she knew but had forgotten she was on a VCO call after a long pause from the outbound customer. Agent is aware of proper procedure.
6345X	01/21/03	17	TTY user said that yesterday (01/20/03) an operator was rude to the voice person that they called. I apologized for the inconvenience.	01/21/03	I suggested that the TTY user document the operator # if they are rude.
2350	01/13/03	29	Caller says that since he switched to AOL broadband he is unable to check voicemail. Uses a hyperterminal program. Able to receive local and LD calls without problem. Wld like follow up how to check voice mail.	02/04/03	Contacted customer via email with suggestion to use the new internet relay svc because broadband doesn't allow hyperterminal to work.

February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2395	02/05/03	5	VCO received a LD call placed through relay. She said she was about 10 minutes into the call and the CA cut her off and the call was lost. She said this has happened about 4 times in the last 2 weeks. I apologized for the problem and told her the supervisor will follow up with the CA. Customer would like a follow up call.	02/08/03	Called customer and customer requested a tech call her regarding this since it is continuously happening. Entered TT#1000715351. Agent did not recall this particular situation customer called in about.
4084Z	02/06/03	29	Customer called to complain that her recent call to her neighbor thru relay and was interrupted by another CA who asked what number she was calling. The call was then disconnected. Supervisor apologized for problem explained that a technical problem had occurred due to the heavy call volume probably. Customer wanted problem researched and resolved and wants a call back. I thanked the customer. trouble ticket# 710724	03/12/03	Called and talked to customer and learned that she has new TTY gold pro 80. She may not be familiar with it. Referred to my subcontractor for assistance and training.
4095Z	02/15/03	4	Customer frustrated that operator did not respond after user phone number to dial. Operator only sent number calling to pls. User gave number again, but got no response from operator. User then asked for supervisor. Operator hung up. I apologized for the frustration and informed the user that operator direct supervisor will be informed. User wants call back at above number regarding resolution.	02/20/03	Spoke with agent. Agent does not recall receiving a VCO call at time mentioned. Agent may have received a TTY call that did not respond within in 10 sec and agent repeated greeting several times but no one responded. Agent said she did not disconnect on the caller. I called the customer and told her he would keep an eye on the agent and would document TROUBLE TICKET info in case her number list its branding for VCO and other connection problems.
4095Z	02/15/03	5			
2419	02/17/03	4	Voice person heard 1-2 rings then TTY tones then silence. After a couple of moments CA said there was no answer. When customer asked her how many times phone rang. CA replied "I cant tell you that." After asking CA again how many times phone rang CA disconnected customer. Customer feels CA was rude and unprofessional. Apologized and told customer complaint would be filed.	02/28/03	Talked to CA he said he has never disconnected a customer but if customer ask him for info he will not provide it since he was taught not to. We went over basic procedures and he did very well.
2419	02/17/03	5			

4102Z	02/20/03	24	Customer concerned that CA's are not connecting with her when she calls relay. She receives the phrase "number calling to please." frequently but no other response. Told customer her # may have lost to VCO branding. Said would have Sprint techs check it out. She also wants 2 phone numbers checked out who are not able to reach her at her number. Customer wants call back. TROUBLE TICKET# 743428	03/16/03	The problem never was caused by one of our systems. My VCO RAP subcontractor visited the customer and learned that the customer's new TTY was defective. Using old TTY now and everything went well. New TTY was shipped back to the manufacturer.
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March 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6403X	03/02/03	8	Customer was upset that the agent put forth no effort during the call. His voice sounded as if he didn't want to be there. Apologized to the customer he asked that he be called back to see what was done about this.	03/14/03	Attempted to contact appropriate center for info to complete this complaint. Contacts were attempted on 3/3/03, 3/5/03, and 3/13/03. Was told would receive a call back and did not. Unable to resolve complaint because of insufficient info.
3015-I	03/11/03	21	NC VCO user upset that she asked agents to repeat three times and received garbling. The agent then hung up on her. I tried to explain the variables that can affect garbling and would have referred her to the manufacture but this upset her more as she has a new phone. She intends to contact Andy Leffler and bring this up at the advisory meeting because agents can correct this and do a better job. customer was in a hurry and ended the call before I could apologize to ask for any calling to numbers for testing.	03/11/03	CA does not remember the call and said she would never hang-up on customer No recollection of garbling or VCO complaining of garbling. CA knows proper protocol.
3021-I	03/12/03	7	A NC TTY user called to say that agent had really bad typing and was really messy. Apologized to customer and explained that a complaint would be going to the agents supervisor. No call back needed.	03/14/03	CA recalls no evidence of typing problems during a call the evening of this contact. This CA routinely demonstrates excellent typing. No mention of time of call on the contact. CA ended shift at 9:45p.
3022-I	03/12/03	5	NC TTY user called to say that agent hung up on them as she did not send the macro that the person hung up so customer know she hung up on them. Apologized to the customer and explained that a complaint would be sent to the agents supervisor. No call back requested.	03/17/03	CA does not remember the call CA voiced knowledge of importance of waiting 3 minutes And disconnecting only with supervisor approval.
3027-I	03/14/03	35	TTY unable to reach NC relay by dialing 800# or 711. No response. TTY user able to call AT&T LD relay without any problems all info first reported to relay NC acct mgr info sent via email from acct mgr to relay customer svc.	03/17/03	Called and talked with customer. TTY is 14 yrs old. Had hard time reading her. Remembered visiting her home to test and she had a phone headset too large for her old TTY. Advised her to by new TTY ASAP. No further action from our end.
3034-I	03/17/03	5	NC TTY customer said they called their bank on an 800 number and the operator hung up on them. There was no sk or anything. This happened last week with a different operator as well. Apologized for the inconvenience and explained that it could possibly be a technical issue and that the operators supervisor would be notified.	03/14/03	CA remembers call and CA said caller sksk'd to her. CA voiced knowledge of waiting 3 minutes and getting supervisor approval.

2471	03/26/03	17	I voice was confused about a message left on her answering mach and asked if I could listen and let her understand. The CA had called and left a message on answering mach. After voicing the message he did not F5 and began visiting w/ another CA saying things like 'the one day I work all day I get all these dumb calls.' and telling the IB TTY to get w/ the program. All of this was voiced into the answering mach the voice caller was very upset that the Ca had done this. She voiced concern about the CA cussing and about the CA talking negatively about a customer she was very bothered and leery about of using relay thinking other CA's speak about calls and callers negatively. Apologized and said Ca should not have been speaking negatively. Assured I would fwd to that center and a supervisor would follow up with CA.	03/27/03	Center mgr met with agent. Appropriate action taken.
2473	03/27/03	17	Voice customer said he received his 1st relay call last night and there were 2 operators that handled the call The first operator was fine but the operator who took over was very rude. Wasn't sure of the ID# He said the operator used a very rude tone of voice and cut him if when he tried to ask her to explain relay again. No follow up requested.	03/27/03	Apologized to the customer and thanked him for taking the time to let us know. I suggested on future relay calls he jot down the operator # for reference.
11783	03/28/03	3	Was originally TTY to voice call 1st call said CA relayed with no emotion was very hard to understand had to keep asking CA to repeat the info because she had no idea what was said. Voice person finally hung up out of frustration. TTY called her back and got same CA again this time the CA did not provide CA # she had to ask for it also had to ask CA if it was a GA because of long pause and she got no response from CA and she had to ask again she asked in several occasions for the CA to speak louder and more clear because she could not understand what he was saying. Ca would not clarify. stated that everything she said was being typed back to the called but it was the Ca voice she could not understand. Apologized to customer for inconvenience and offered to place the call back to TTY with current CA. wants follow up by mail.	04/19/03	Invalid agent # unable to follow up. Sent follow up letter the customer informing her that CSD does not have an operator with that number.
11783	03/28/03	4			

3079-I	03/30/03	32	NC TTY customer trying to dial 900 number and keeps getting connected to the 800 number ha has tried three times and three different agents have answered and said it was not the 900 number. I gave him the FL 900 number and the CA 900 number to try he called back and was not getting through this time two other agents told them the same thing. Apologized for the inconvenience and told him a trouble ticket would be entered and thanked him for letting us know. No customer contact needed. TROUBLE TICKET# 827680	03/31/03	TROUBLE TICKET results - i placed a call from our 1FB line, and dialed out 900-230-3300. I connected to Relay Operator 109756. When the call dropped into the CA console. A banner appeared stating "Can only make 900 calls" Also on the right hand side @ the top a small blue banner appeared that indicated 900 services. The 900 service seems to be working as designed, I will contact the caller, and ask that he/she make another attempt.
6422X	03/17/03	21	Agent left message on answering mach too fast. Agent was like a speed racer. It was an important call and the customer couldn't get all pertinent info because the agent spoke too fast. Apologized to customer and said would coach on the proper procedures.	04/04/03	Coached CA on speaking clearly and slowly on answering machines.

April 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4139Z	04/14/03	1	VCO caller stated that CA was slow in dialing within 2 minutes delay. The caller thinks most operators need more training on VCO procedure. Apologized for the inconvenience. I told her CA would be coached immediately. Asked if the caller wanted follow up and she denied and hung up.	04/14/03	Spoke to CA and she had a difficult time to understand VCO caller - CA asked her twice to clarify for the phone # before she dialed.
3167-I	04/29/03	5	Customer was dialing then I waited and no response. I typed are you there and no answer. I looked and the red light was flashing fast which means hung up after dial. I apologized for the inconvenience and asked if they were able to complete that call with another operator. they had not tried again to place the call but will do that right away. Told the customer the report would be sent to the call center supervisor. No follow up requested.	05/01/03	Agent does not recall an occurrence of this type. Possible technical problem.
4152Z	04/28/03	5	Customer thanks operator hung up on his daughter who was calling him. He stated that his daughter has never hung on him before and that the operator said the outbound call disconnected. I apologized to the customer and said I would document complaint. Customer was satisfied. No call back necessary.	05/07/03	met with agent but she did not remember the call. Coached the agent on the importance of keeping customer informed and not intentionally hanging up on a customer. Also reviewed proper procedures to follow when a call needs to be disconnected by a Team mgr. Agent was advised to document all incident of disconnection either by error or due to technical.
2483	04/03/03	4	VCO user stated the operator did a "very lousy job" and didn't know how to process the call. Told VCO caller that this call would be discussed with the operator. No follow-up was requested. Operator on this call was the assistant trainer. Operator went over each step of the call with the team leader on duty. Showed excellent understanding of VCO call processing needed to help in assisting with the call. When asked operator point out possible areas that may have caused problems in the call to the team leader on duty. Operator remembered that the call came into station very slowly, rolled through ASCII search, and the operator heard light TTY tones. Caller requested operator number, which operator gave. Caller gave the number to dial out and the operator dialed that number.	04/04/03	Team leader on duty was able to look over the entire conversation of the outbound voice. Team leader listened to the VCO caller's complaint and documented the incident. Operator number and state relay greeting clearly were on the screen. TL observed no garbling on screen. TL did see data crash caused when the VCO started typing while the operator was relaying the outbound voice caller's message to the VCO. Operator on this call did all she could to process this call correctly. Operator shows excellent knowledge of VCO call processing as well as poise in attempting to assist in a difficult call. Problems may have arisen when the VCO started typing during the relay of the voice caller's message as in the delay of the initial set up of the call.

3108-I	04/10/03	24	<p>Caller said she cannot call through NC relay number. Gets a fast busy signal everytime. I apologized to caller for the problem and opened TT# 1000855353 to look into the problem. Follow up required for problem resolution.</p>	04/21/03	<p>Called and left a msg on customers voice answering machine 4/21 Called and left another msg but with brief instruction for her to call her local telephone company to report "fast busy" trouble. Sprint techs ran tests using her # and the call went through fine.</p>
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May 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4154Z	05/03/03	5	Customer says agent hung up on her while she was still typing. Customer is a VCO user, and was typing to agent to use VCO. While typing, agent typed "waited 3 minutes, now disconnecting" and hung up on the customer. Customer's line was not branded as VCO, but changed phone number to branded in the database. For VCO, also added to customer notes. Customer was satisfied. No follow-up necessary. Thanked customer for informing us of the issue.	05/10/03	Talked with operator, she didn't remember any specific problem with VCO, although knows to wait 3 minutes before putting the message of disconnection with no response. Operator knows not to hang up on any call and feels this call was just not connecting. Customer notes have been changed to branded VCO now.
4154Z	05/03/03	11			
2515	05/06/03	35	TTY caller complained that people they call sometimes hang up or seem scared because of the way the relay operators announce the calls. Wants relay to change the way calls are announced. Asked to have this suggestion forwarded to the head of policy. No follow-up requested.	05/06/03	Offered to have operator put in customer notes on how the caller would like their calls to be announced each time. Caller said they would think about that. Asked if caller would like to speak with customer service. Caller said no, but wanted to make another call, and the operator was put back on the line.
4163Z	05/13/03	3	The caller was upset that CA didn't inform the customer that "CA no longer has that info" since the caller missed the phone number on the recording and it hung up. Instead, the CA mistakenly sent the macro asking customer for phone number.	05/13/03	Coached agent immediately on correct procedure.
3230-I	05/14/03	29	Customer has been trying to reach her son in Florida since yesterday. When she calls through relay, she gets a strange ring sequence and the call doesn't appear to connect to him. When she calls him directly, without relay, she gets a normal ring. Thanked the customer for calling in, and let her know that the techs would look into what was happening. Opened trouble ticket 628199.	06/05/03	trouble ticket results - Setup new hires network ID, mail, and installed needed software programs. Setup Printers and verified print. Called customer and she said she is happy with the svc. No more problems. May have been a glitch in the system.
4174Z	05/15/03	21	Customer is concerned that agent couldn't dial an 800 number with a word or phrase as the number. The total digits to dial were greater than CO and operator didn't know to dial just the first 10 numbers. Supervisor told the customer that the complaint would be logged and that someone would speak with the agent. Customer was satisfied and didn't request a call-back.	05/15/03	Spoke with the agent while she was on the call and showed her how to do the call. Call went though fine and agent now understands correct procedure.

2525	05/16/03	39	<p>The customer said that recently a lot of hearing people couldn't hear her speaking in the middle of a call. It occurs on all calls being laced and the drop of volume occurs in the middle of the conversation. customer said the she is using a Pro 80 TTY and had her phone line checked. Customer thinks the problem must be with Sprint. Apologized to the customer, and assured her that this concern will be forwarded to the appropriate personnel and that Sprint account manager will be in touch with her by phone for a follow-up. Trouble ticket is 934465.</p>	05/16/03	<p>trouble ticket results - This is a known issue with the Adtrans and it is currently being worked on. Called and left message for customer.</p>
3250-I	05/22/03	26	<p>Customer is trying to help her mother se her TTY. She has a basic Ultratec TTY (not VCO). When incoming calls come in directly from another TTY there is no garbling, but when the call comes in through relay there is garbling. Supervisor did several test calls and found this to be true. She had someone come out from the equipment program and they instructed both the customer and the agents to turn off the turbocode. Customer has a TTY set up with direct connect, which supervisor had her try using both direct connection and with the handset on the TTY. Trouble ticket for this problem is 949730. Customer would like a follow-up.</p>	06/06/03	<p>trouble ticket results - 05/28/03 11:58:56 Left three messages for customer but was unable to contact.05/28/03 11:56:50 Left third message. Closing ticket assuming problem has been resolved. Will reopen if necessary. Called customer several times without success. Have informed Resource center to help customer get a new TTY old one appears to be broken. WRRRC in process of helping her get a new TTY.</p>



Kevin W. Earp
3261 Atlantic Ave, Suite 216t
Raleigh, NC 27604
800-437-1242 TTY
919-878-0247 Fax

June 16, 2005

Ms. Pamela Lloyd, Administrator
North Carolina Telecommunications Access of North Carolina
Division of Services for the Deaf and the Hard of Hearing
2301 Mail Service Center
Raleigh, NC 27699-2301

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 123

Dear Ms. Lloyd,

Sprint has provided you the following information to support your filing with the FCC for the State of North Carolina:

- Annual Complaint Log which includes the number of complaints received from June 1, 2004 through May 31, 2005 that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.
- Annual Tally Report with total complaints by category to give you an overall view.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You will need to make clear that it is a reference to the **CG Docket 03-123**, as above.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic disk copy of the complaint log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software) on or before Thursday, July 1, 2005. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,

Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

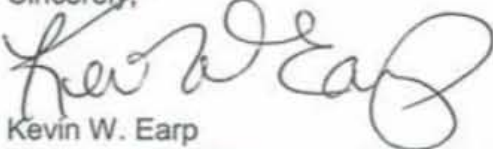
Please also note that your state is also encouraged to send an additional printed copy on or before July 1st, to the Consumer & Governmental Affairs Bureau of the FCC to:

Dana Jackson, Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm CY-C417
Washington, DC 20554
or by email: Dana.Jackson@fcc.gov

For your reference, Sprint has included a copy of the FCC Public Notice from June 16, 2005 requiring this action.

Should you have any questions concerning this report, please contact me.

Sincerely,



Kevin W. Earp
Sprint Account Manager – Relay North Carolina

Attachments:

- 1) Log Sheet
- 2) Tally Sheet
- 3) 3.5 inch diskette
- 4) Copy of FCC Public Notice

Attachment #1: Copy of FCC Public Notice June 2, 2004
Attachment #2: Six copies of the Complaint Log
Attachment #3: Six copies of the Annual Tally Report
3.5 Diskette



PUBLIC NOTICE

Federal Communications Commission
445 12th St. S.W.
Washington, D.C. 20554

News media Information 202/ 418-0500
Fax-On-Demand 202/418-2830
TTY 202/418-2555
Internet: <http://www.fcc.gov>
<ftp.fcc.gov>

DA 05-1681
Released: June 16, 2005

CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE FRIDAY, JULY 1, 2005

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2005, on or before July 1, 2005.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.¹ State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate TRS, interstate STS, interstate Spanish relay, interstate captioned telephone relay, VRS, or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.²

Complaint log summaries should include information pertaining to complaints received between June 1, 2004, and May 31, 2005. Complaint log summaries shall include, at a minimum, the number of complaints received that allege a violation of the federal TRS mandatory minimum

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

² *Improved TRS Order*, 15 FCC Rcd 5140, at 5190-5191, para. 122.

standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.³

We note that according to the data presented in the state complaint log summary submissions for 2004, approximately sixteen hundred complaints were reported that alleged a violation of one or more of the Commission's mandatory minimum standards for TRS. Over seventy-seven percent of all complaints alleged violations of the operational mandatory minimum standards and stemmed from the interaction between the calling party and the communications assistant (CA). We therefore remind TRS providers and state administrators that their CAs must, among other things, be knowledgeable of TRS procedures, follow customer's instructions, and continue to keep callers informed about the progress of their call.

All filings must reference CG Docket 03-123. States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Friday, July 1, 2005. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Dana Jackson, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room CY-C417, Washington, DC 20554 or by email at Dana.Jackson@fcc.gov. States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Natek, Inc., will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, DC 20554.

The full text of this document and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matters may also be purchased from the Commission's duplicating contract, BCPI, Inc., Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI, Inc. at their web site www.bcpweb.com or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at:

³ See 47 C.F.R. § 64.604 (c)(1).

<http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-1475 (voice), (202) 418-0597(TTY), or e-mail Dana.Jackson@fcc.gov.

- FCC -



North Carolina
Department of Health and Human Services
Division of Services for the Deaf and the Hard of Hearing
319 Chapanoke Road, Suite 108 • 2301 Mail Service Center, Raleigh, NC 27699-2301
Tel: 919-773-2963 (Voice/TTY)
Michael F. Easley, Governor • Carmen Hooker Odom, Secretary • Linda Harrington, Director

June 23, 2004

Erica Myers
Federal Communications Commission
Consumer and Governmental Affairs Bureau
445 12th St. SW Room 6-A432
Washington, DC 20554

Dear Ms. Myers;

Enclosed you will find an original and four copies of North Carolina's annual complaint log, and the annual tally report for the 12 month period between June 1, 2003 and May 31, 2004.

If you have any questions concerning the reports, please feel free to contact me at 919-773-2963 or by email at Linda.Harrington@ncmail.net.

Thank you for your support for our telecommunications technology for the Deaf, Hard of Hearing, Deafblind, and Speech impaired.

Sincerely,

A handwritten signature in cursive script that reads "Linda Harrington".

Linda Harrington
Director, DSDHH

Cc: Kendrick Fentress
Public Staff Utilities Commission of NC



North Carolina
Department of Health and Human Services
Division of Services for the Deaf and the Hard of Hearing
319 Chapanoke Road, Suite 108 • 2301 Mail Service Center, Raleigh, NC 27699-2301
Tel: 919-773-2963 (Voice/TTY)
Michael F. Easley, Governor • Carmen Hooker Odom, Secretary • Linda Harrington, Director

June 23, 2004

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St. SW, Room TW-B204
Washington, DC 20554

Dear Ms. Dortch;

Enclosed you will find an original and four copies of North Carolina's annual complaint log, the annual tally report, and a diskette for the 12 month period between June 1, 2003 and May 31, 2004.

If you have any questions concerning the reports, please feel free to contact me at 919-773-2963 or by email at Linda.Harrington@ncmail.net.

Thank you for your support for our telecommunications technology for the Deaf, Hard of Hearing, Deafblind, and Speech impaired.

Sincerely,

A handwritten signature in cursive script, appearing to read "Linda Harrington".

Linda Harrington
Director, DSDHH

Cc: Kendrick Fentress
Public Staff Utilities Commission of NC

Complaint Tracking for North Carolina

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3294-I	06/05/03	26	TTY customer experiencing garbled message problems on outgoing and incoming calls via relay NC. TTY user can make and receive direct TTY to TTY calls without a problem but when going through relay messages are garbled. Apologized to customer for problems encountered via relay. Advised TT a complaint would be entered. TT# 975664 Requested contact from acct mgr. and or relay tech.	07/11/03	WRRRC is working with customer to resolve problems. Customer has not been able to meet with them. Will continue to monitor situation. Met with WRRRC and TTY has been replaced. Everything is working and problem has been resolved.
2555	06/05/03	5	Customer was upset that CA did not respond after customer gave # to dial. VCO felt CA hung up in a rude manner. I apologized to VCO for any inconvenience and said appropriate action would be taken. Customer wants follow up.	06/10/03	Reviewed VCO to voice call procedure with CA and CA demonstrated full knowledge of proper protocol. Attempted to contact customer no answer left a message regarding coaching CA.
4212Z	06/23/03	7	Customer complained that agent had to pace her too often which interrupted the call flow. This agent was unusually slow. I apologized for the inconvenience and thanked her. Does not want follow contact.	07/09/03	Supervisor advised Opr to pace using "relay must type everything heard, last words heard were..." only once, then say "one moment". Advised to keep up with the voice customer.
3355-I	06/24/03	26	Customer is having garbling problem and cannot read what is being typed to him by relay Oprs. I apologized for the problem and opened TT #1001020859. Follow up required.	07/14/03	Explained the need to use a VCO only phone line. Turn off all background noises and the need to use silence in VCO calls. You may not hear but the phone can - will monitor.
3359-I	06/25/03	7	Voice customer reports while making a VCO call they heard heavy breathing throughout the call at one point the Opr was having a conversation with someone else in the office and customer could not hear what VCO caller was saying. Apologized for problem encountered advised complaint would be fwd to supervisor. Customer requests contact.	07/15/03	Spoke with CA. Coached thoroughly on keeping focus on call and being responsive. Called customer back to make her aware that CA was spoken to and coached.
3359-I	06/25/03	17			
3358-I	06/25/03	35	Customer reports her phone nbr does not appear to relay Opr when using 711 but her nbr appears when calling 800 TTY nbr to relay. Apologized for problem encountered advised complaint and TT would be sent to mgmt and tech. TT# 1021811 Customer requests call back from act mgr and tech.	07/15/03	Contacted customer and explained that she needed to contact the local phone company and have them check it out.
8833	06/25/03	5	Agent hung up on customer while customer gave another # for a very important call. Thanked customer for feedback and apologized. Customer would like a call back.	07/23/03	Contacted customer and he is pleased with the service and explained the situation regarding the disconnection and he was okay.

Complaint Tracking for North Carolina

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4220Z	06/27/03	35	Receiving harassing phone calls and messages from unknown person through relay North Carolina. Wants to find out who is calling. Told customer would have Sprint Techs research the problem. Submitted TT# 1001030246 Customer wants a call back.	07/15/03	Due to FCC regulations Sprint techs not able to retrieve or provide requested info. Account Manager called customer at number provided and customer had disconnected the number. Left a message another number. Called twice no answer. Called again and there was no answer. Ticket closed.
3374-I	06/30/03	6	VCO reports Opr misspelled words throughout call and the voice and hearing person could no hear VCO voice loud enough. Volume was too low. Apologized for problems encountered. Inquired about garbled messages. Caller stated the problem is not her equipment or garbled messages but relay Oprs who do not type correctly. Customer requested call back.	07/01/03	Coached CA on asking for spelling if unsure of name in relay conversations. Followed up with customer and informed them of the resolution
3402-I	06/30/03	7	VCO reports Opr misspelled words throughout call and the voice and hearing person could no hear VCO voice loud enough. Volume was too low. Apologized for problems encountered. Inquired about garbled messages. Caller stated the problem is not her equipment or garbled messages but relay Oprs who do not type correctly. Customer requested call back.	07/30/03	Contact customer and discussed her situation. Part of the conversation was regarding Oprs. She feels they are not ethical. One problem resolved involving her background conversation. She indicated she would contact me if she had another encounter with this.
3402-I	06/30/03	34			
2578		24	Voice person using a cell phone having difficulty connecting to TTY user they are trying to reach. Voice person comes into relay with different calling from #. Very upset with service. Would like an immediate call back. TT# 1044630	07/07/03	After talking with the on site Sprint tech who informed me that the caller needs to contact either Sprint PCS customer service or his LEC

Complaint Tracking for North Carolina

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2578	07/07/03	24	Voice person using cell phone having difficulty connecting to TTY user they are trying to reach. Voice person comes into relay with different calling form #. Wants an immediate call back.	07/07/03	After talking with on site tech who informed me that the caller needs to contact either Sprint PCS customer service or his LEC. I called customer and relayed the info. The caller was still angry but said he would try one more time.
8839	07/28/03	5	Gave Opr nbr to dial. Person answered the phone but then hung up. Customer asked Opr to redial again but then Opr disconnected the call. Customer felt it was rude. Customer hung up before supervisor could ask if they wanted follow up.	08/04/03	CA demonstrated correct knowledge of call processing.
8839	07/28/03	17			
3478-I	07/31/03	3	Customer said they asked agent for the nbr for directory and she would not give it to them. I apologized for the problem and let customer know I will inform this agent's supervisor so they can speak to the agent about this. Customer does not want further contact.	08/01/03	CA knows that relay is allowed to give out # for DA. Also CA knows that relay is allowed to clarify in relay mode before dialing. CA coached on proper procedures.

Complaint Tracking for North Carolina

August 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4246Z	08/04/03	05	Agent disconnected the customer. Apologized and said we would document the complaint and speak with agent. No call back necessary.	08/04/03	Spoke with agent. Agent remembered the call, said she accidentally hit the wrong button which disc. The caller. Agent expressed awareness of procedures and said it was an accident.
4253Z	08/08/03	21	VCO caller said the call didn't go through. Apologized for an inconvenience. She wants follow up.	08/08/03	Spoke with CA, she stated that she set "voice now" to no response at all then VCO caller hung up. It may be a technical problem. Called customer and customer is satisfied and agrees problem seemed technical.
4254Z	08/08/03	05	CA had a spelling VCO caller requested for a supervisor at the end of call then CA hung Up; on VCO caller. Apologized for her inconvenience. Requests follow up.	08/08/03	Spoke with agent and called customer. Agent said no request for supervisor was heard after call ended. Customer, clarified she had not asked, but had told the person she called (during relay call) She would speak to a supervisor after, and expected the agent to act on that. I explained policy about call content and customer understood. I believe agent did not activate bridge function to hear VCO after call ended and have coached agent in this procedure. Agent apologized or mishearing on name and typing it wrong. I apologized to customer, who was satisfied with resolution.
4254Z	08/08/03	06			
4264Z	08/16/03	05	Opr hung up on customer. Apologized for this happening and advised the supervisor. Would be notified. No follow up requested.	08/16/03	Agent knows not to disconnect customers.

Complaint Tracking for North Carolina

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2644	09/05/03	5	TTY upset Opr was rude and disconnected caller when caller was not done with the call. Apologized for the inconvenience. Told caller the complaint would be fwd to the Opr's supervisor.	09/08/03	Currently there are no agents at this center with that nbr. No further action possible.
6683X	09/30/03	3	Voice customer asked agent to speak louder or turn up the volume. Agent was speaking at barely a whisper. They have called 4 times and cannot hear the Opr. Thanked customer for letting us know and would fax to supervisor for follow up.	09/30/03	Spoke with CA she thought her mic was defaulted so she tried to go up to the highest volume. CA couldn't hear properly. CA tried to go up and down the volume again then the caller heard her fine.